

# CSR REPORT 2018

## CORPORATE SOCIAL RESPONSIBILITY REPORT

TMA Solutions



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# CSR AT TMA

## CSR AT TMA

As part of our culture and operations, in the last 21 years TMA has added many regular Corporate Social Responsibility (CSR) activities. In 2017, we have drawn up the Corporate Social Responsibility Plan 2017-2019, which elaborates the main objectives and initiatives for the different responsibility commitments defined by the Company. The CSR Plan comprises three pillars of action: People, Environment and Responsible Business.



The CSR Plan is built on the basis of the CSR Maturity Analysis, which is updated every year to align and respond effectively to evolving social imperatives and changes in the business environment.

## CSR ORGANIZATIONAL STRUCTURE

TMA has established the CSR Committee for CSR implementation. The Committee plans and sets objectives for CSR-related initiatives, makes these initiatives known throughout TMA, and provides relevant information to the public.

## CSR MATURITY ANALYSIS

The CSR Committee conducts a CSR maturity analysis annually. This analysis takes account of the Company's strategy and objectives, the internal CSR audit results. On the basis of the Maturity Analysis, the CSR Committee makes recommendations about activities to be undertaken to the Executive Committee.

## RAISING AWARENESS OF CSR

In order to raise employee awareness with regard to the effective promotion of CSR, TMA offers face-to-face and e-learning training programs, incorporates CSR into their day-to-day work and announces CSR initiatives and events to all employees via email, Intranet, TVs, TMA Facebook ([www.facebook.com/tmasolutions](http://www.facebook.com/tmasolutions)), [www.tma.vn](http://www.tma.vn).

## REPORTING SCOPE AND COMPOSITION

This Report contains the third edition of the Annual Corporate Social Responsibility Report of TMA. It includes the activity and main results of implementing CSR Plan 2017-2019 in year 2018. This Report and previous reports are published digitally and are available at: [www.tmasolutions.com](http://www.tmasolutions.com)

# MANAGEMENT MESSAGE



## Core Values



Throughout 21 years of development, we believe the success and sustainable development of our business are based on two main pillars:

- People development and highly motivated employees
- Customer services and highly satisfied customers

Our CSR goals are sustainable operations and growth with heavy investment in People, Customer Services, Community and Environment:

- **People:** training, friendly and professional environment
- **Customer services:** new capabilities, services and technologies
- **Community:** student development, contribute to the communities
- **Environment:** apply technologies for green programs

A handwritten signature in blue ink, appearing to read 'Hue'.

Nguyen Huu Le  
Chairman  
TMA Solutions



# A RESPONSIBLE AND SUSTAINABLE COMPANY





## CORPORATE SOCIAL RESPONSIBILITY PLAN 2017-2019

TMA Solutions was established in 1997 to provide high-quality software outsourcing services to leading companies worldwide. In the last 21 years, our business has always been pursuing responsible and sustainable business goals to our customers and employees, and to communities and the environment wherever it is present. With the aim of leading the operations of the units within the company, it has drawn up the **Corporate Social Responsibility Plan 2017-2019**, establishing the main objectives and initiatives for the different responsibility commitments defined by the Company. This transversal three-year plan has been approved by Company's Executive Committee, and all the areas of the Company are committed to it.



## PEOPLE: EMPLOYEES

TMA encourages employees to invest in their professional development and seeks their engagement with the Company's Corporate Responsibility so that it is an integral part of their daily activities. It does this through training, communication and by recognizing their responsible commitment.

TMA recognizes that the success of its software business depends on highly talented employees. For this reason, the Company creates a rewarding working environment for employees, and encourages employees to invest in their professional development in a diverse environment and with equal opportunities.



## THE HUMAN RESOURCES STRATEGY

This year, within the CSR Plan 2017-2019, the Human Resources strategy has continued based on 2 main pillars.

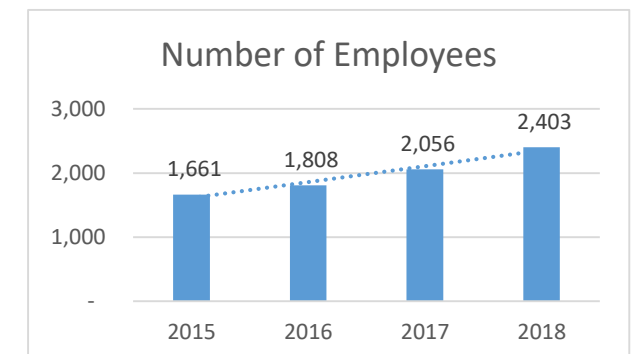
### TRAINING AND TALENT DEVELOPMENT

Preserving the Company's future by providing needed training to employees in order to meet work requirement from customers and catch up technology trend, developing the middle-level leadership team.

### MAINTAINING A REWARDING WORKING ENVIRONMENT

Collecting employees' ideas, evaluating and taking opportunities to be more efficient, improving our working environment.

### NUMBER OF EMPLOYEES





## CULTURE OF EQUALITY

With the culture of equality in our recruitment and employee development activities, we actively promote equality of employment opportunities for all employees (female, male and individuals with disabilities).

**50%**  
EXECUTIVES ARE WOMEN

FEMALE EMPLOYEES:

**558**

(23.22% OF THE TOTAL)

WOMAN IN  
MANAGEMENT POSTS

**27**

(21.95% OF THE TOTAL)

### PROMOTING GREATER OPPORTUNITIES FOR WOMEN

As of Dec 2018, 23.22% of the total number of employees are women, who hold 21.95% of the total management positions, 50% of executive positions are women (Founder & CEO, Vice President). TMA has also adopted a policy for maternity and childcare leave to allow flexible work schedules, thereby providing a convenient working environment for female employees with children.

### PROMOTING GREATER OPPORTUNITIES FOR INDIVIDUALS WITH DISABILITIES

In our recruitment activities, we actively promote employment opportunities for individuals with disabilities. TMA strictly prohibits discrimination against individuals with disabilities in recruitment as well as at the workplace.



	2016	2017	2018
Female employees	22.29%	19.16%	23.22%
Female management employees	21.82%	22.03%	21.95%
Female employees who returned to work after maternity leave	100%	90.63%	93.75%
Employees with disabilities	0.55%	0.24%	0.25%

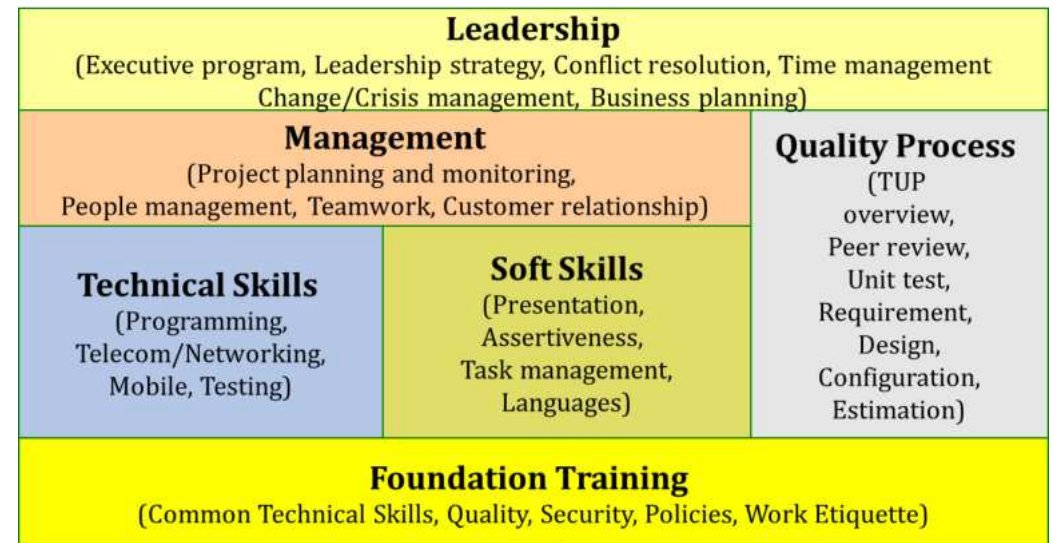




## TRAINING AND TALENT DEVELOPMENT

At TMA, personnel development primarily consists of on-the-job training which enables employees to learn through doing actual tasks, taking on challenges, and taking specific software technique training courses conducted by the technical experts in our delivery centers. A variety of training programs are also offered by TTC (TMA Training Center) in the form of training sessions, seminars, and workshops for when project managers consider training and skill development for the employees under them.

### TRAINING FRAMEWORK



 **New Hires**

## TRAINING RESULTS IN YEAR 2018

Summary of Training Results in Year 2018				
	Cumulative Total Training Time (Hours)	Number of Programs	Number of Times Offered	Number of Participants
Technical	548.5	70	258	5,276
Management	188	5	90	1,745
Foreign languages	357	5	237	5,783
Process	84.5	4	36	651
Soft-skills	16.5	6	9	284
<b>TOTAL</b>	<b>1,194.5</b>	<b>90</b>	<b>630</b>	<b>13,739</b>

## KEY TRAINING IN 2018

### For Management Staffs

- **Project Management Professional:** Provide trainees with project management knowledge, skills, tools, and techniques which are applied to project activities to meet the project requirements.
- **Management Training Program:** Provide management skills for manager candidates and enhance management skills for our managers such as People/Team management, General management, Project management, Soft skills, Customer communication.
- **Corporate New Policies and Rules:** in 2018 TMA has been holding training about new rules and policies for management staff in all departments and Directors of DC. Thanks to these sessions, management staff can add more changes to policies and regulations for all employees, and help all employees familiar with these changes.

### For Developers and Project Manager Candidates

- **Professional Scrum for Developers:** Provide developers with critical knowledge, practice and tools so that they can perform their roles effectively, professionally and independently, especially in Agile Project Teams.
- **Mastering Agile Project Management:** Provide trainees with Agile mindset, knowledge and best practices for managing project effectively using Agile methodologies.





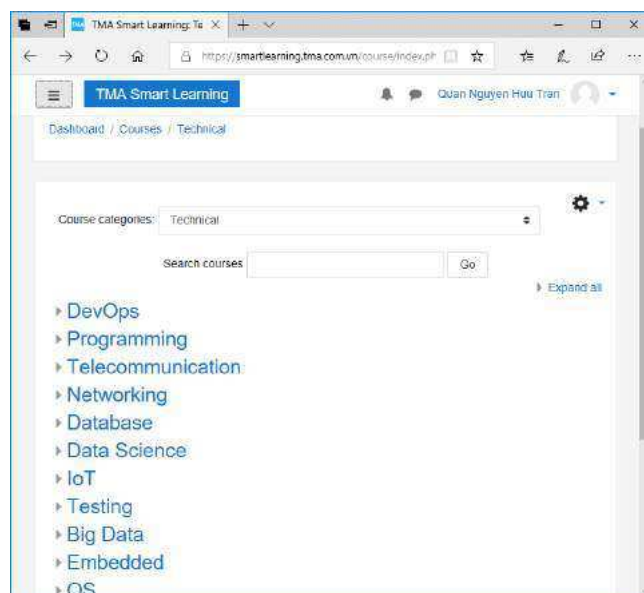
## TECHNICAL TRAINING COURSES

In order to meet the diverse needs of technique and technology used in software development for customers, and support staffs in professional development at TMA.

In 2018, nearly new technical training programs were designed and incorporated into the company's training system (Face-to-Face and Online).

Added New Technical Training Programs	Previous Years	Year 2017	Year 2018	Total Number of Programs
Face-to-Face Training	95	12	20	127
Online Training	108	18	29	155

There were more than 5,200 participants of technical training through face-to-face training; over 6,000+ registration counts for online technical training courses through TMA Smart Learning tool; 400 engineers trained in big data, AI/ML, IoT, Blockchain, computer vision, and 30 seminars held with speakers from Canada, USA, Europe, Israel, Australia, etc.



## Blockchain for Business - An Introduction to Hyperledger Technologies

*Learn how to start building blockchain applications with Hyperledger frameworks*



### Contents:

- Discovering Blockchain Technologies
- Introduction to Hyperledger
- The Promise of Business Blockchain Technologies
- Technical Requirements
- Introduction to Hyperledger Iroha, Composer, Indy, Sawtooth and Fabric

### Instructors:

Blockchain developers from DLT.Education & AID:Tech, etc.



Enjoy the course at <https://smartlearning.tma.com.vn/course/view.php?id=375>

## TRAINING FOR NEW HIRES IN YEAR 2018

YEAR 2018		Q1		Q2		Q3		Q4	
Course Name	Duration (Hours)	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants	# Times Offered	Participants
Security Awareness	1.0	1	290	1	132	1	135	1	111
CSR & HR Policies	1.5	2	290	1	133	1	135	1	111
TMA Overview	0.75	1	122	1	128	1	125	1	249
TMA Core Values	0.75	1	122	1	128	1	125	1	249
Work Etiquette & Professional Communication	1.5	1	142	2	240	1	123	1	128
Career Development	2.0	2	279	1	134	1	138	1	116
Logical Thinking	2.0	1	138	2	264	1	124	1	124
Assertiveness	2.0	2	279	1	133	1	136	1	222
Presentation	3.5	1	117	1	136	1	119	2	251
Agile Development Processes	4.0	1	98	3	350	1	135	2	237

The regular new hire training program was enhanced with more courses and new content to provide new hires with a stronger foundation before joining projects.

## TRAINING FOR NEW HIRES IN 3 YEARS

Provided Training for New hires	Year 2016	Year 2017	Year 2018
Cumulative Total Training Time (Hours)	171	71.5	100.5
Number of Programs	12	10	10
Number of Times Offered	108	46	49
Number of Participants	4,782	4,525	6,748



### TMA TECHNOLOGY DAY

This activity is organized every year to foster innovative spirit, encourage TMA members to research and apply new technologies. In the morning of Jan 5<sup>th</sup>, 2019, TMA was extremely lively and excited to welcome more than 500 IT engineers from TMA and nearly 20 companies in QTSC to join TMA TechDay 2018 – the biggest technology festival of the year of TMA and QTSC. With the topic “Innovative Enterprise Solutions”, a total of 38 ideas submitted to the festival represented the primary objective of TechDay 2018, which is focusing on applying the modern technologies (Big Data, AI, ML, IoT, Blockchain, ...) to propose new ideas and solutions to customers. Many interesting technology topics such as IoT geolocation case studies; TMA IoT smart devices framework; Lessons from building an AI product; Mode-Based Development (MBD) for Automotive applications case study... have been presented to participants by speakers in and out of TMA. The discussion regarding the topic “How to apply new tech to increase enterprise competitiveness” also received huge attention from the participants.

### TMA HACK DAY

Since it was first organized at the end of 2017, TMA Hackday has become a creative playground for all TMA employees. Joining TMA Hackday, people have the opportunities to present their creativity and share new ideas, inventions in developing, solving all problems in the working environment and daily life. In 2018, TMA Hackday No.2 received a lot of practical ideas and solutions for improving issues: recruitment, training, communication, information systems, energy saving, marketing. ... or solutions to create a better working environment, increase work efficiency, propose new products and services for the company.

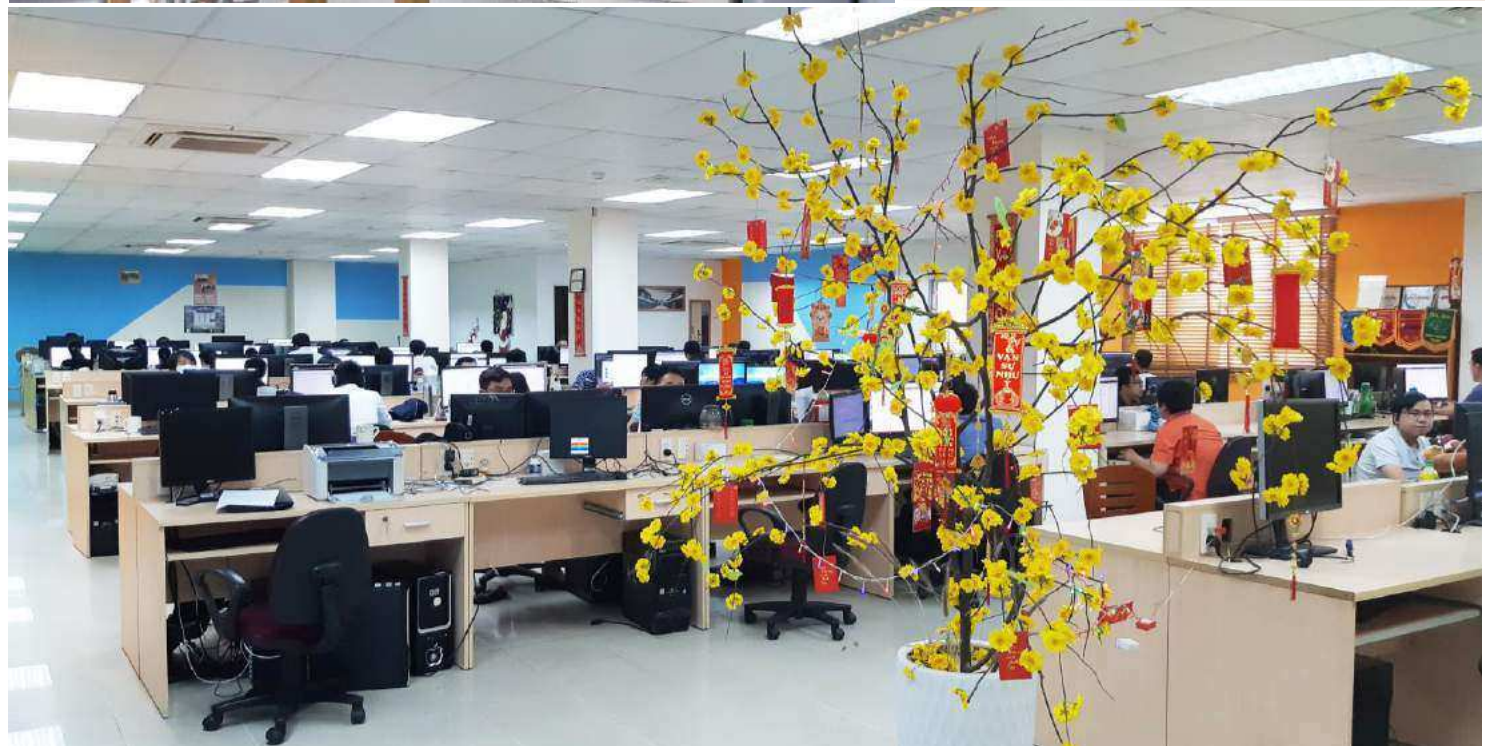




## A REWARDING WORKING ENVIRONMENT

We are committed to continually striving to create a rewarding working environment for our employees. In recent years, a series of major policies were timely adjusted to meet employee expectations and to promote a rewarding working environment for our employees, such as:

- Promoting greater opportunities for women and individuals with disabilities
- Annual salary increase
- Increase of the team building fund by 20% from 2017 (3M VND/person)
- New year bonus
- Loan fund without interest (provided to hundreds of staff)
- Special healthcare insurance for all staff
- Checking workplace safety conditions
- Established the standards of Working Environment at TMA
- Annual performance appraisal and the TMA Quarterly Star Performer award to reward employees' contributions promptly





### SPECIAL HEALTH INSURANCE

Beside the standard health insurance required by labor law, in the last 12 years, TMA has also offered special health insurance that allows all staff to receive medical services from the top hospitals.



### PERIODIC HEALTH CHECK FOR ALL EMPLOYEES

Annual health check for all employees is also conducted by official providers. Based on staff feedback and comments, the company will negotiate with the service provider to provide more convenient health check service to staff from all offices. In Sep 2018, more than 1,700 staff members register for a periodic health check.



### MEDICINE CABINETS IN EACH BUILDING

Medicine cabinets are placed in each building to provide quick support to employees experiencing unexpected health problems.

### RELAX ROOM FOR EMPLOYEE

There is Relax room at each Building for employees who are tired or experiencing health problems. The room also has basic medications.

### ELECTRICAL SAFETY TRAINING

We have also been conducting training for all operators who work in IT or telecom equipment rooms (laboratories).

- ESD (Electro-Static Discharge) Protection Training
- Electrical Usage in laboratories



### CHECKING MAGNETIC FIELD IMPACTS AND ELECTRIC SAFETY

The magnetic field impacts and electric safety are measured annually by an authorized professional organization (electric grounding system, magnetic field, etc.) to ensure the standard resistance.

### CHECKING THE QUALITY OF DOMESTIC WATER

The quality of domestic water at workplace are checked annually by an authorized professional organization to ensure the health of employees.

### FIRE PROTECTION INSPECTION

Our fire protection system is inspected annually by an authorized professional organization to ensure the standard resistance. For 2018, we conducted the fire protection inspection on Aug 8<sup>th</sup>, 2018.



### EMERGENCY PREPARATION

Yearly, we implement emergency plans and response procedures including emergency reporting, employee notification and evacuation procedures, worker training and drills, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans. Such plans and procedures shall focus on minimizing harm to life, the environment and property.





### EMPLOYEE SATISFACTION SURVEY (E-SAT)

Every year, we conduct employee satisfaction survey, and collect employees' feedback on key issues, such as:

- Associate with colleagues, teamwork, work spirit
- Opportunities for learning and professional development training
- Many types of work, attractive and challenging work
- Salary and benefits
- Work environment, infrastructure, facilities
- Human resource policy, general policy
- Recognize and evaluate leadership ability

In Oct 2018, we conducted annual surveys and received more than 4,500 ideas and comments from employees. The E-SAT results were analyzed by each department and company level with clear improvement actions. At the end of Jan 2019, the action plan will be communicated to all employees in the whole company. (\*) the next E-SAT survey will be held on Oct 2020.

### PROJECT SATISFACTION SURVEY (P-SAT)

With the aim of assisting departments in assessing and developing its effectiveness, at the same time of the E-SAT survey, we also conduct project satisfaction survey to determine the efficiency and effectiveness of departments and collect feedbacks from project managers at Delivery centers.









### TMA QUARTERLY STAR PERFORMER AWARD

The award is to motivate TMA staff to improve their work responsibilities, actively provide the best solutions to their customers' technical problems, and strive for greater corporate growth.

Since 2015, TMA has established a Star Performer Award with a combined prize value of up to VND1 billion per year (up to 25 prizes each, worth VND10 million each). The awards will be shown on TMA (TV, Intranet, Facebook ...) channels continuously for the month. They are the bright stars, excelling in terms of work capacity, management and extracurricular activities of the company.

	Year 2016	Year 2017	Year 2018
Individual Award	83	66	49
Team Award	17	34	51



## INTERNAL COMMUNICATION

The Internal Communication plays an important role to help promptly broadcast to all employees the upcoming and ongoing events in the company, the new policies, the company implemented commitment and increase the communication ability of employees in the company.

Over the last few years, TMA has made efforts to develop many Internal Communication channels such as:

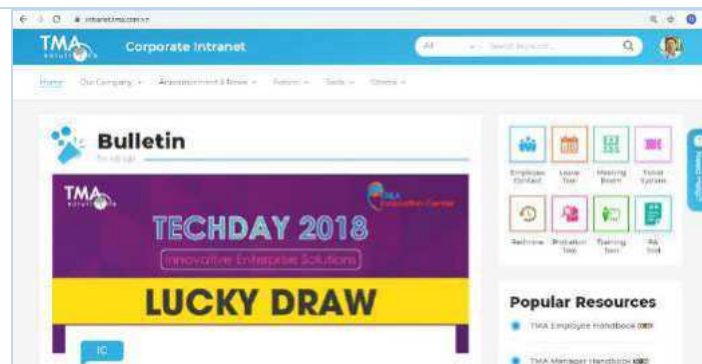
- Intranet, Email
- Forum
- Newsletter
- Facebook, Twitter
- LinkedIn
- TVs

The communication department was established in May 2017 with professional staff to develop and promote communication activities. In Apr 2018, TMA Intranet has officially launched a new display that is more beautiful, easier to user in order to enhances staff interaction with departments in the company.

### Links

TMA Intranet: <https://intranet.tma.com.vn>

Other:



Internal Communication Summary Report			
	Year 2016	Year 2017	Year 2018
Internal Newsletter	12	12	12
Communication Email	258	339	719
Facebook Post	376	361	247
Event joined/organized	36	39	40

## KEY ACTIVITIES IN 2018

January	<ul style="list-style-type: none"> <li>TMA HackDay #2</li> <li>“Love Spring” Charity Fair and trip</li> <li>HUTECH IT's Got Talent</li> <li>Promotion Ceremony 2017</li> <li>Star Performer QIV 2017 Ceremony</li> </ul>
February	<ul style="list-style-type: none"> <li>Kick-off QTSC Sport Festival 2018</li> <li>Tet Holiday</li> </ul>
March	<ul style="list-style-type: none"> <li>TMA Innovation Park giving the investment certificate ceremony</li> <li>Skincare voucher for Women in Women's Day</li> <li>Join job fair at HUTECH and Hue University</li> <li>Many prizes in the first day of QTSC Sport Festival 2018</li> </ul>
April	<ul style="list-style-type: none"> <li>First prize in the Chess, Billiards and table tennis cup of QTSC Sport Festival</li> <li>3 more first prize in Badminton Cup of QTSC Sport Festival</li> <li>Star Performer QI 2018 Ceremony</li> <li>Co-operate with Hue University</li> <li>Join job fair in UNS, UIT...</li> </ul>
May	<ul style="list-style-type: none"> <li>The Champion of QTSC Futsal Cup and Highest prize of QTSC Sport Festival</li> <li>Job Fair at FPT University</li> <li>Career counseling for the Middle student</li> <li>Start TMA Futsal League 2018</li> <li>TMA Children Day 2018</li> </ul>
June	<ul style="list-style-type: none"> <li>TMA Bình Định Opening</li> <li>Sponsor for M-Robot competition at HUI</li> <li>TMA Futsal League 2018</li> <li>Giving TMA rain coat to employees</li> </ul>

July	<ul style="list-style-type: none"> <li>TMA Star Performer QII 2018 Ceremony</li> <li>TMA Futsal League 2018</li> <li>Go Green Campaign</li> </ul>
August	<ul style="list-style-type: none"> <li>Join The ICT Friendship 2018</li> <li>QTSC Blood Donation</li> <li>Phu Nhuan District Blood Donation</li> <li>TMA Innovation Park Groundbreaking ceremony</li> </ul>
September	<ul style="list-style-type: none"> <li>TMA Futsal League 2018</li> <li>Kick-off TMA Sport Festival 2018</li> <li>Announce Technology Day plan 2018</li> <li>Charity at Ben Tre Province</li> <li>Join Job Fair at UEL</li> </ul>
October	<ul style="list-style-type: none"> <li>Close TMA Futsal League 2018</li> <li>Star TMA Sport Festival 2018</li> <li>Kick-off TMA Techday 2018</li> <li>Star Performer QI 2018 Ceremony</li> <li>Join Job Fair at HCM UNS, HCMUP, UNS...</li> </ul>
November	<ul style="list-style-type: none"> <li>TMA Techday 2018</li> <li>TMA Sport Festival 2018</li> <li>Join The ICT Friendship 2018 Badminton</li> <li>Join Job Fair at CSE, Huflit</li> <li>Join Seminar at Da Lat University</li> <li>Join talk show at STU</li> <li>Teacher Day gifts for Universities</li> <li>Kick-off 21 years anniversary</li> </ul>
December	<ul style="list-style-type: none"> <li>TMA Tech day 2018</li> <li>Close TMA Sport Festival 2018</li> <li>Self-defense class for women</li> <li>Join Job Fair at OISP, UIT University, Can Tho University...</li> <li>Join Seminar at HUTECH University, TTU</li> </ul>





## WORK-LIFE BALANCE

With the aim of achieving a good work-life balance, TMA's policy is to encourage employees to take their paid leave. In the workplace, we promote a mindset of understanding and assistance for employees facing diverse life events which require flexible work styles. Especially, for female employees, we organize classes of techniques for self-defense, and seminars on family happiness and parenting.

## Sport & Music Clubs at TMA

We encourage all employees to join the clubs established at TMA such as:

- Men's Football club
- Women's Football club
- Badminton club
- Chinese chess club
- Chess club
- Billiard club
- Dance club
- Guitar club









## PEOPLE: CUSTOMERS

Since our principle is to grow with our partners, TMA continuously improves the service quality, catch up technology trend, and offers innovative solutions to its partners.

### A RELIABLE SOFTWARE PARTNER

In the 2017-2019 strategy, as TMA determines AI, IoT, Big Data, Analytics, Blockchain technologies as new technology trends in the future, we have invested in various R&D projects to prepare human resources to adapt quickly to software development needs of partners in the future.

Over the years, in order to meet the diverse customer's needs in software development, quality control and network security have been maintained and continuously improved. New working models in software development are researched and applied to many projects. Through TechDay campaign launched by the company, a number of developers have had the opportunity to propose excellent solutions that are highly feasible, and praised by customer.

### LEVERAGE THE LATEST TECHNOLOGIES

Since 2016, TMA has built and developed a special team with more than 250 engineers. They are competent to take part in projects related to AI, IoT, Big Data, Analytics and Blockchain. Nearly 100 workshop about these new technologies have been held and many software projects related to these technologies have been successfully implemented.

To increase customer services and meet the market demand, we invest on expanding our capabilities, services and technologies:

- Established TMA Innovation Center in 2017 focus on new technologies
  - Artificial Intelligent & Machine Learning
  - Data Science
  - Blockchain
  - IoT
- Established TMA Automotive Software Center in Q2'2018
- Established TMA DevOps Service Center in Q1'2019



## QUALITY MANAGEMENT SYSTEM

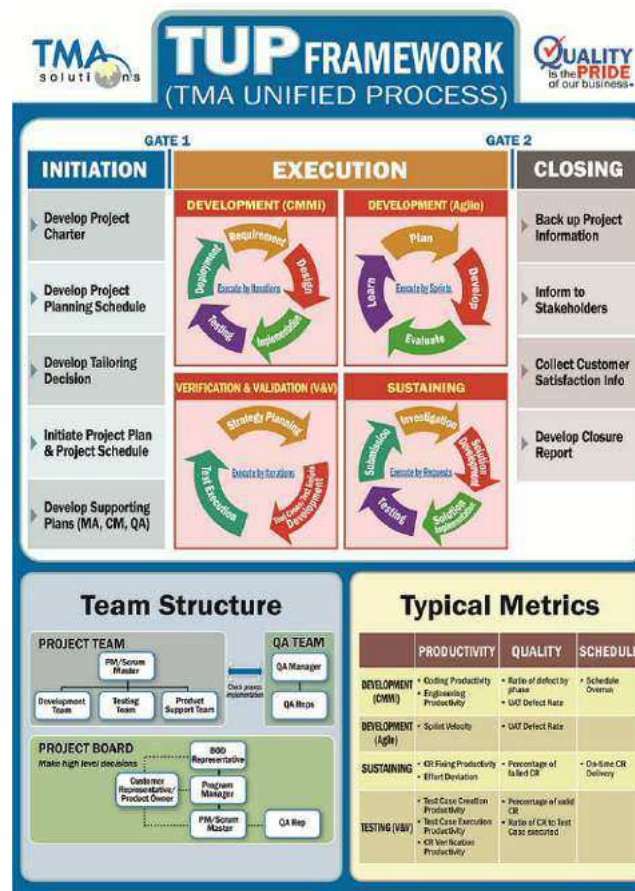
### TMA Unified Process Framework

To provide clients with high-quality software products, we established the TMA unified process (TUP) framework based on the best practices of CMMi (Capability Maturity Model Integration) standard, Agile methodology, and we are deploying these quality processes to our current software development projects at TMA.

### Software Quality Assurance (SQA)

By maintaining SQA activities in software development projects, the project has ensured that the project members strictly adhere to the processes and quality standards that customers and companies have set out, as well as early detecting potential problems can have a significant impact on the quality of the product and the software delivery plan for the customer. In addition, the process and quality management capabilities of the project have responded quickly to changing customer requirements throughout the software development process for customers.

For objectively evaluating the processes, work products and services against the process descriptions, standards, and procedures, the SQA team devotes themselves into all software development projects and rapidly reports noncompliance issues to the management level to solve them.



## SECURITY AND COMPLIANCE

### A Secure Network Environment

Perform security vulnerability scanning for over 660 testing systems and production systems weekly. The found security issues to be fixed immediately.

### Software Products Security

For the purpose of providing customer with the high quality and secured software products. Before delivering to customer, the Security Team performs the security scanning on software applications for finding vulnerabilities in the design and encoding in applications and web pages that could allow potential attackers to get information which is not publicly available, and access to restricted functionalities and in general.

### GDPR Compliance

The mandatory application of the General Data Protection Regulation (GDPR) in the European Union starting from May 25<sup>th</sup>, 2018. Hence, TMA has been reviewing all software development projects for clients to early detect signs of possible violations of GDPR. As a result, more than 10 cases were found and we promptly notified and proposed solutions to the customer. From Jun 28<sup>th</sup>, 2018 we have officially added the GDPR check activity into our Software Quality Assurance program.



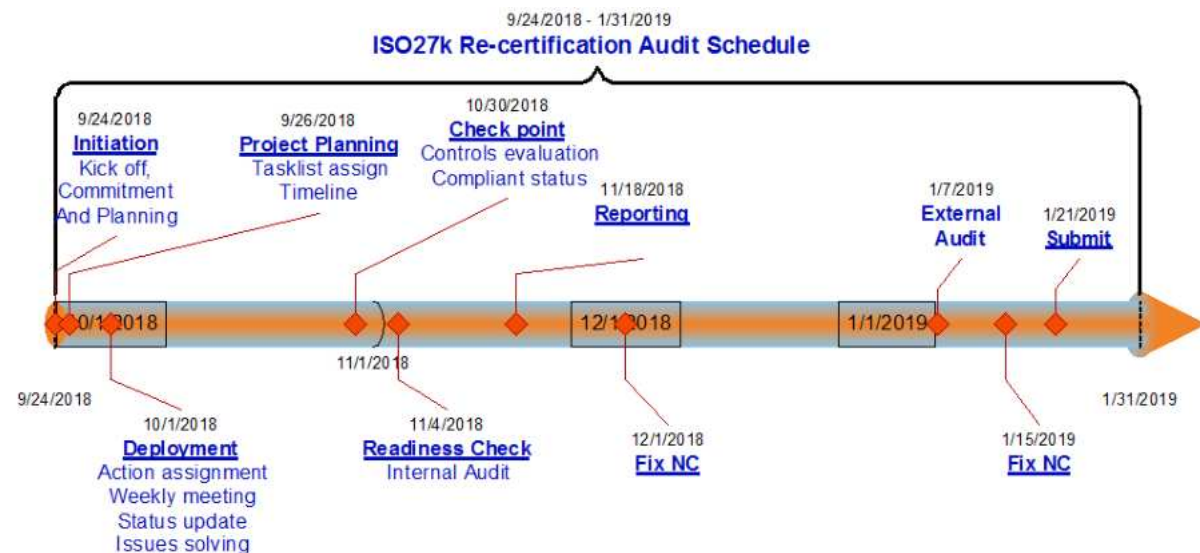


## INFORMATION SECURITY

In the software outsourcing field, information assets are important parts of our business activities and things related to our customers, however, they can present risks. Therefore, TMA has carried out the measures below to prevent violations and to broaden awareness of information security, including:

- Building the Information Security Management System (ISMS) based on the ISO/IEC 27001 standard, which is the best-known standard providing ISMS requirements
- Maintenance of ISMS after ISO27001 Certification
- Releasing e-learning programs regarding information security practices
- Establishing the security spot-check with automated scripting (e.g. Windows update; Antivirus update & version check; Inventory agent; Windows firewall status; Illegal software installation; PC uptime; PC USB port; Default password)
- Increasing employees' awareness of information security through annual security awareness tests

To ensure that our ISMS safety and the activities described in policies and procedures are in conformity with the ISO/IEC 27001 standard, in 2018, we have planned to conduct the ISO27001 Surveillance External Audit, the following image illustrates the ISO27001 Surveillance audit schedule.



## PROFESSIONAL BUSINESS ANALYST TEAM

In order to help customer build and systemize software product requirements and deliver feasible solutions to meet the business objectives and end-user's needs and aligned with the software development trend from 2016 up to now. TMA has built and developed the professional BA team with more than 35 qualified engineers who skillfully perform Business analysis role in different projects of the following domains.

- E-Commerce
- HRM
- Retails
- Hospitality
- Distribution
- Recruitment
- Logistic
- Finance
- SCM
- Banking
- ERP
- Loan
- Educations
- Capital Market
- Marketing
- Accounting
- Healthcare
- Insurance

Delivery has been always delivering great products. Now with the addition of BA service, it will increase the convenience for customer, provide better quality products, and improve Customer satisfaction. This helps build stronger relationship between TMA and customer and make the business healthier.



## CUSTOMER SATISFACTION

Customer satisfaction is an important KPI of all project teams. We collect customer feedback regularly through channels such as:

- Business trip
- Visit customer
- Quarterly, monthly and daily meeting with customer
- Annual customer survey

The feedback from customers is analyzed by project management levels and company level. We use these results as the basis for further improvements to our operations in order to increase customer satisfaction.

At the project level, project manager and team members always communicate the work and plan with client representative daily. Problems and difficulties in the work are resolved promptly, and report to customer about the progress of work weekly. After each stage of product development such as Sprint, Iteration, and Release, project manager and team members organize Retrospective Meeting sessions to learn from experience and propose innovative solutions in the work to do better in next Iteration.



## PEOPLE: COMMUNITY

TMA seeks to create a positive impact on the communities through supporting charitable projects, universities and students.

TMA Charity Fund was founded on May 13<sup>th</sup>, 2015 with an initial fund of 1 billion VND. To date, TMA Charity Fund has supported many difficult circumstances inside and outside the company with more than 58 charity activities.

To prepare the charity and relief program for people affected by natural disasters and flood, TMA mobilized all the employees and company leaders in devoting their material, money and participation to charity work. At the end of every year, the company management reviews and adds money to maintain the fund amount at 1 billion VND.

In 2018, 15 social & charity activities were implemented:

- Poor children, orphanage, clean water program, building two bridges in Mekong delta, etc.
- Supporting universities and students
- Donating blood
- 347 million VND





### BRING SMILE TO RELATIVES OF CU TE VILLAGE

At the end of Jan 2018, after the success of the "Charity Spring" charity fair, TMA visited and gave gifts to poor pupils of Cu Te village, Cu Pui district, Krong Bong, Daklak province. Nearly 70 million VND (including 22.5 million from the contribution of brothers and sisters at the "Spring of Love" fair and the rest from the donation of TMA staff and external friends) were used to buy gifts and necessities, which has helped the children have a warmer and happier Tet.

Cu Te village is heavily affected by flash floods in two consecutive years 2016 and 2017. Due to difficult road access, this place rarely receives the help of the supporters. With the practical gifts such as cash, necessities, rice, candy, scholarships, TMA brought smile to the deprived children and students.





## TRANSFORM TO A WONDERLAND IN INTERNATIONAL CHILDREN'S DAY 2018

To celebrate with parents who are working in TMA on the International Children's Day, TMA held an in-door event for more than 300 children of TMA's employees on Jun 1<sup>st</sup>, 2018.

Even though it was different from the previous out-door events, the joyous atmosphere was filled by their laughter through numerous entertaining activities such as hoop-la, rope jumping, capture the flag and so on. "To he" and animal balloon making were the most favorite activities. There was also a long line of kids waiting to ask for cute puppy balloons or a yummy "to he".

After the comedy play called "the chick and the pup", a magic show ignited non-stop applause from the young audience. The party warmer also brought exciting moments for rewarding those with correct answers in Q&A session. The annual event is not only an opportunity for TMA's parents and their children to celebrate International Children's Day together but helps build strong bond between the organization and the employees also.





### TMA'S VOLUNTEERS DONATE BLOOD TO SAVE LIVES

In the early morning of the Aug 24<sup>th</sup>, 2018, almost 100 TMA's employees were ready to donate their blood at the blood donor day 2018 at Quang Trung Software City – QTSC.

This is a regular event hosted by QTSC and Blood Bank of Cho Ray hospital. The event was held at the center of QTSC with several spots for ambulances, blood vans and warm welcome facilitators.

Most TMA's volunteers believe that their donation would be greatly appreciated for emergency cases. Henceforth, more volunteers attended the event compared to last year. Noticeably, the number of female donors was significantly high.



### SPONSOR 80 MILLION VND FOR THE PEOPLE OF BEN TRE

In the beginning of Sep 2018, people in Giao Hiep village, Giao Thanh commune, Thanh Phu district, Ben Tre province were very excited when they could go across a clean concrete bridge over Su Dua canal. As previously, to go from one side to the other side, people have to cross the canal by bridge by climbing monkey, can fall at any time. Vehicles cannot pass here. Many households have to accept motorbikes outside and walk a few kilometers through the new canal to get home.

Su Dua Canal bridge was built with a total cost of 80 million VND derived from the TMA aspiration fund, the local people contributed 51 days to finish the bridge is 22 m long, 2 m wide. It was solidly built, ensuring the need for safe and convenient transportation for people here. On Sep 8, 2018, the bridge was inaugurated with the presence of Pham Ngoc Nhu Uyen and authorities and local people. They were very happy because the new bridge would make it easier to travel and transport goods by means of personal vehicles such as bicycles, motorcycles and turn it simpler when the tricycle can be run over the bridge and the boat can still move under the bridge.

Thanh Phu district is the farthest district of Ben Tre province, concentrating many poor households with extremely difficult economic conditions. Hopefully, the new bridge will help improve the lives of the people.



## SUPPORTING UNIVERSITIES AND STUDENTS

With the aim of continuing to support universities to increase educational quality, provide students with the opportunities to gain hands-on work experience and new technologies in which they can apply their knowledge early on. TMA has been conducting the following main activities, specifically 58 events in 30 universities, 6,100+ CVs submitted and 2,700+ students visiting TMA in 2018.

- Give feedback on the content of the IT student training program of some universities
- Share the real needs of the IT industry to the lecturers in the university
- Help train faculty members in some universities and facilitates internships at TMA to help them adapt the real working environment.
- Support student interns to get them familiar with in the real working environment, and learn new knowledge.
- Guide students to make the graduation thesis
- Participate in seminars at universities

Sponsor the scholarships for students participating in the Decentralized Crypto Autumn School, Oct 15<sup>th</sup>, 2018, at Quy Nhon University.



## ENVIRONMENT

TMA is committed to continually striving to works to minimize its impact on climate change, increase the efficiency of energy use and develop more environmental initiatives and solutions.

The CSR Plan 2017-2019 has defined two main projects to achieve continual improvement in environmental performance.

- Energy Saving Management 2020
- TMA Go Green

Under the “Energy Saving Management 2020” strategy, in the year 2018, TMA has deployed additionally three solutions:

- ✓ Automatically turning-off power of all working PCs after 10:00pm every day
- ✓ IOT Smart Office
- ✓ Replacing the 40w Fluorescent light lamp with the 18w LED lamp

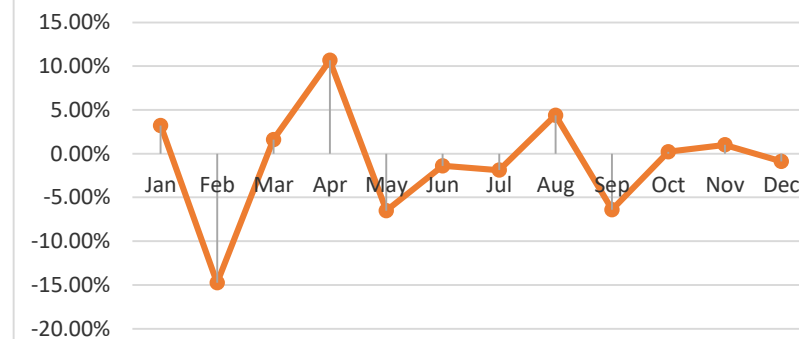
to reduce energy consumption per people per year at the Company in line with its target of achieving an absolute reduction of 17.16%, compared with the 2017 level.

	Year 2016	Year 2017	Year 2018
Average Number of People (Employees + Internships)	1,808*	1,990	2,404
Energy Consumption of whole the Company (KW)	8,718,121	8,501,251	8,509,360
Average Energy Consumption per People per Year (KW)	4,821.97	4,272.24	3,539.16
Achieving an absolute reduction (%)	-2.67	-11.40	-17.16

\* not included Internships



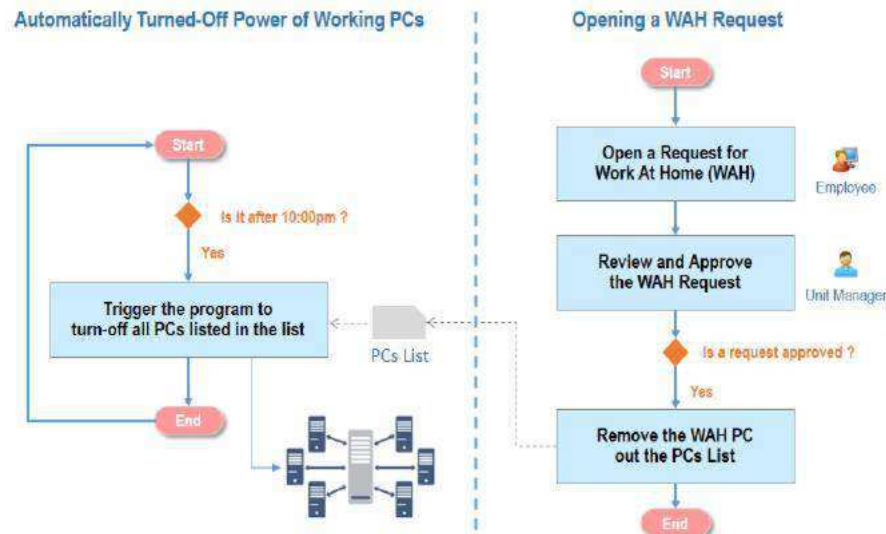
Average Energy Consumption Trend 2018





### AUTOMATICALLY TURN-OFF POWER OF WORKING PCs

In 2018, TMA have deployed the software program for automatically turning-off power of all working PCs after 10:00pm every day. Over 1,300+ PCs are turned-off automatically after 10:00pm every day.



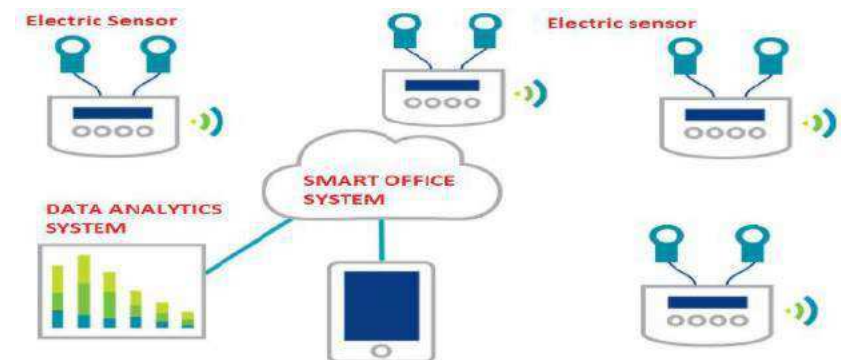
### IOT SMART OFFICE

For more than a year of research and development of the IoT Smart Office solution, TMA is progressively deploying the IoT Smart Office solution on some floors in Lab 6 building in 2018 for the most efficient use of electricity and this will be expanded in all Lab 5 in the following years.



### USING THE LED LAMP

To save energy, from 2018 to 2019, TMA is replacing the 40w Fluorescent light lamp with the 18w LED lamp in whole company.




## GO GREEN

In order to raise awareness of environmental protection, and expect our employees to become "environmental ambassadors" in their own home or in the local area where they live, TMA launched Go Green campaign and encouraged everyone "Say no to Plastic Products" to save Mother Earth.

With more than 2,400+ employees working at TMA, we believe our "environmental ambassadors" will play a positive role in spreading the message of environmental protection to the community. This is a positive contribution of TMA to the social community in helping to protect the environment.

We, daily and monthly, send environmental protection messages to all employees through our internal information system such as internal information display, email, or thematic talk held in our office company.



### SAY NO TO PLASTIC PRODUCTS

Plastics are inexpensive and durable, and as a result they are slow to degrade. According to scientific findings, the natural processes of degradation would take at least 5 decades (50 years) for a small plastic container or a plastic cup, 8 decades (80 years) for chewing gum, double the time (100 years) for a plastic bag and quadruple (200 years) for a plastic bottle.


In Vietnam, levels of plastic production are overwhelmed stated in Environment and Resources Department's report. Each nuclear family unit consume approximately 223 plastic bags per month, equivalent to 1 kilogram per unit per month. Cosmopolitan cities such as Ha Noi and Ho Chi Minh are reported to produce about 80 tons of plastic waste every day. Unequivocally, Vietnam is ranked as one of the top 5 nations that significantly contribute to plastic pollution worldwide.

Our living environment, wildlife, land, waterways and oceans are directly affected by plastic products and human's behavior towards plastic products. TMA's board urges every member of the company to adopt positive micro-habits as below:

- Use non-plastic products or products made by recycled material (glass, etc.)
- Avoid using plastic products (bag, bottle, glass, box, etc.)
- Stop littering and keep rubbish in rubbish bins.
- Bring your own bags and boxes when shopping.
- Eat in and avoid take-away food.

Practice the above in our everyday life would prevent plastic pollution thus protect our living condition and health.

*TMA Internal Communication*



**Travelling – leave nothing but your footprints**



### KNOW YOUR PLASTICS

 <b>PET OR PETE</b> TYPICALLY USED FOR: Soft drink, water, ketchup, salad dressing MODERATE HAZARD: USED ONCE, CAN RECYCLE	 <b>HDPE</b> TYPICALLY USED FOR: Milk containers, cosmetics, shampoo, plastic bag LOW HAZARD: CAN RE-USE, RECYCLE
 <b>PVC</b> TYPICALLY USED IN: Toys, shower curtains, toilet seats, doll meat wrap HAZARD: USED ONCE, RARELY RECYCLED	 <b>LDPE</b> TYPICALLY USED IN: Thread bags, produce bags, garbage bags LOW HAZARD: CAN'T RECYCLE



**Say NO to belongings made of hard decomposition materials: nylon bag, plastic bottle, plastic container...**



**Prepare personal canvas bag, container when going to market, supermarket!**



**Take on-site dining or bring your glass, container in case of taking away.**



## RESPONSIBLE BUSINESS

TMA manages its operations and its software outsourcing services based on doing business ethically, dialogue with customers, employees and suppliers, promoting responsible alliances with other organizations and a strong ethical commitment.

We continue to pursue our core values:



By doing:

- Creating a rewarding working environment for our employees
- Building trust with customers
- Transparency communication
- Following company policies and principles
- Promoting sustainability within our supplier base

## RESPONSIBLE ALLIANCES

TMA is the membership of two associations and one alliance:



VINASA (Vietnam Software & IT Services Association – [vinasa.org.vn](http://vinasa.org.vn)) is a national association in Vietnam, operating on a non-governmental, non-profitable organization with the purpose to promote co-operation and mutual support among the members, in order to promote the development of Vietnam software industry & services and to protect the members' rights according to the Vietnam laws.



HCA (The Ho Chi Minh City Computer Association - [hca.org.vn](http://hca.org.vn)) has the same functions as VINASA above for Ho Chi Minh City area.



VNITO Alliance (Vietnam Information Technology Outsourcing Alliance - [vnito.org](http://vnito.org)). Main activities of VNITO Alliance include:

- Advertising & promoting ITO/BPO sector in Vietnam and abroad
- Sharing knowledge through seminars/workshops, tech talks, and training courses
- Developing, connecting, and collaborating ITO/BPO community
- Building and maintaining good rapport with Vietnam government and international organizations

## INTERNAL CONTROL

### INTERNAL CSR AUDIT PROGRAM

In early March every year, the CSR Committee follows the CSR Audit Guideline to conduct the internal CSR audit program, many CSR policies and procedures were checked in related departments/units (HR, IT, Security, Admin, Purchasing, Training, Business, IC, QMS) and no major violations were found in 2018.

- Labor practices
- Purchasing
- Gifts
- Ethics and Compliance
  - Preventing Money Laundering
  - Checking Conflict of interest
  - Anti-Bribery and Corruption, Anti-Fraud, Anti-Competitive
  - Implementing Responsible Marketing

### PREVENTING MONEY LAUNDERING

Our current practices are:

- All transactions need CFO's approval
- CFO to send weekly report to Executive Council

### CHECKING CONFLICT OF INTEREST

TMA top management, Security, HR and Procurement departments have many activities to check any potential conflict of interest such as:

- Involve in activities impacting company's benefits
- Work for a competitor
- Disclose company confidential information
- Gift from a supplier

Some changes have been done to avoid or minimize such cases (e.g. relatives working on the same team).

## ANTITRUST/COMPETITION LAW COMPLIANCE

We recognize that our clients are at the heart of our success and we have been continually striving to secure the sustainability of our software development activities into the future. Therefore, the board members are committed to not making agreements with competitors to damage to customers. Our Executive Committee has also adopted the principle that all contracts in which competitors engage either directly or indirectly must be considered by TMA's Executive Committee, and periodically TMA's Executive Committee will review the list of signed contracts, and review the Antitrust and Competition Risk Assessment results, and take appropriate action.

### IMPLEMENTING RESPONSIBLE MARKETING

At the beginning of each quarter, the marketing team proposes all marketing messages and contents to the VP of Business Development for review and approval before publishing and launching any marketing campaigns.

Main marketing messages were published on [www.tmasolutions.com](http://www.tmasolutions.com) and booklets:

- [www.tmasolutions.com/files/TMA-Booklet.pdf](http://www.tmasolutions.com/files/TMA-Booklet.pdf)
- [www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf](http://www.tmasolutions.co.jp/docs/TMA-Booklet-Japanese.pdf)

### CSR RISK MANAGEMENT

At TMA, the CSR Committee is responsible for managing risks related to CSR aspects. Quarterly, the CSR Committee performs the risk assessment, and makes recommendations about initiatives and action plans to be undertaken to the Executive Committee.



## SUPPLIER CERTIFICATION

### CODE OF CONDUCT

We are committed to promoting sustainability within our supplier base. To achieve this goal, in the middle of Dec 2016, we announced our Supplier CSR Code of Conduct for our current suppliers and explained the purpose of this action. At the end of year 2018, there are a total of 18 suppliers committed to following TMA's Supplier CSR Code of Conduct.

### SUPPLIER SELECTION

For selecting suppliers, we have defined the supplier evaluation criteria and procedure. Annually, we strictly evaluate our current and new suppliers that include any third party that provides TMA with components, hardware, software, support, equipment, and services, of all types. In 2017, we removed 3 suppliers from our local supplier list as they were not actively in pursuance of the Supplier CSR Code of Conduct of TMA.

### CHOICE OF CLOUDS ON ENVIRONMENTAL CRITERIA

More than 90% of TMA's cloud is based on AWS and Microsoft Azure.

<https://aws.amazon.com/about-aws/sustainability>

<https://microsoft.com/about/csr/environment/solutions/cloud>



	Year 2016	Year 2017	Year 2018
Number of Suppliers	11	11	18
Number of New Suppliers	-	3	7
Number of Removed Suppliers	-	3	-



## AWARDS AND RECOGNITIONS IN 2018





### VIETNAM TOP ICT

On Jul 27<sup>th</sup>, 2018, TMA was honored with the "Top ICT Vietnam", the leading software outsourcing company. We are honored to get this prize in 15 years. The TOP ICT Vietnam 2018 Award, which is nationally held, is selected and awarded by Ho Chi Minh Computer Association (HCA), based on the business obtained sales criteria and products, services in competition. The average annual turnover of the winning units accounts for nearly 40% of the industry's revenue, showing the importance and prestige of the award.

### TOP 50 IT COMPANIES IN VIETNAM 2018

On Sep 17<sup>th</sup>, 2018, TMA was honored to be named "Top 50 IT Companies in Vietnam 2018", awarded by the Vietnam Software and IT Services Association (VINASA). The program was launched in Jun 2018 and conducted the selection of 50 + 10 top enterprises in four groups:

- 1) BPO, IT Outsourcing and KPO;
- 2) IT software, solutions and services;
- 3) Digital content, application, solution for mobile;
- 4) Ten enterprises with typical 4.0 technology capability (TMA is one of the top companies in BPO, IT Outsourcing and KPO).

In addition to the "traditional" criteria such as: human resources, markets and customers, technology and products, revenue growth, corporate governance ... this year's program also focuses on the "bright spots" which are typical enterprises of technology capacity 4.0, through products - solutions using new technologies (AI, IoT, Big Data, Blockchain ...) to solve the "post mathematics" existing in society.





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